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What activation practitioners do

An ethnomethodological study about activation as it is
accomplished in practice by activation practitioners

Anna Schonewille

Rudy and Linda are two activation practitioners whose job it is to activate citizens who are unemployed and who receive welfare benefits. According to various studies it is not always clear what activation practitioners (are supposed to) do when activating citizens. How do activation practitioners activate citizens? How do activation practitioners understand their job?

In 'What activation practitioners do' an inside view into the practice of activation is provided. It is an ethnomethodological study that illuminates how activation practitioners accomplish 'normality' in their daily activities. Multiple Dutch activation practitioners are interviewed and observed during their interactions with citizens as well as during their interactions amongst each other as colleagues. Examples of these interactions as well as fragments from the interviews are included in this thesis, providing a picture of the *doings* of activation practitioners.